

VIRGINIA RELAY SERVICE
Customer Contact Report
(December, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	2	3	5
Relay/OSD Related			
Other			
Total Commendations	2	3	5
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)	1		1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related		2	2
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)		1	1
Total Complaints	1	3	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	1	3	4
Outreach/Marketing	1		1
Explain Relay	1		1
TTY Distrib/Purchase	1	1	2
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related			
Other	1	5	6
Total Inquiries/Comments	5	10	15
Grand Total	8	16	24

VIRGINIA Relay Service

December, 2002

Commendations

TTY December 6, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice December 10, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY December 10, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY December 13, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice December 18, 2002

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Complaints

TTY December 9, 2002

The caller had a CA on the line for 45 minutes editing his message to leave on an answer machine. He then complained CAs are dumb and take too long.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Attempted to assist the customer with his call. He repeatedly directed profanity to the supervisor and the CA.

Contact Closed: December 9, 2002

TTY December 9, 2002

The customer complained that the CA did not ask if he/she wanted a recorded message relayed.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and offered to place another call for the customer.

Contact Closed: December 10, 2002

TTY December 20, 2002

The customer complained the CA caused a delay by typing the entire pre-recorded message from an

answering machine.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized and explained that the CA must type everything he/she hears unless the customer provides instructions before their call is placed.

Contact Closed: December 27, 2002

Voice December 31, 2002

The customer complained the CA was rude, and could not type fast enough.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer and explained briefly how relay works. The customer is choosing to use video relay as an alternative.

Contact Closed: January 1, 2003

Inquiries/Comments

TTY December 7, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: December 8, 2002

TTY December 9, 2002

The caller requested a print out of his current RCP settings.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the customer the information as requested.

Contact Closed: December 12, 2002

TTY December 10, 2002

The caller inquired about employment opportunities with AT&T Relay Services.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to the AT&T Employment Opportunities number and website.

Contact Closed: December 11, 2002

TTY December 11, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: December 12, 2002

TTY December 11, 2002

An emergency agency was receiving repeated calls from a TTY user and wondered why she was

dialing 911 instead of 711.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Contacted the TTY user and she explained that her speed dial key for 711 was not working correctly.

Contact Closed: December 11, 2002

Voice December 16, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 17, 2002

Voice December 18, 2002

The caller received a threatening message from relay on his answering machine.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Offered a relay block, but the customer declined. Referred him to his local law enforcement.

Contact Closed: December 18, 2002

TTY December 18, 2002

The caller's VCO phone is no longer working.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the VCO phone manufacturer and Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 19, 2002

TTY December 20, 2002

The caller wanted to report that a few days ago he had difficulty reaching relay when dialing 711.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Thanked the customer for providing feedback, and let him know the problem would be reported.

Contact Closed: December 20, 2002

Voice December 26, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: December 26, 2002

TTY December 27, 2002

The customer wanted to confirm updates to her Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Informed the customer that we received her request and the profile had been updated.

Contact Closed: December 27, 2002

Voice December 30, 2002

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: December 30, 2002

TTY December 30, 2002

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: December 31, 2002

Voice December 31, 2002

The customer requested relay brochures for her company.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the information to the customer.

Contact Closed: December 31, 2002

TTY December 31, 2002

The customer did not wish to be charged for each redial of a 900 number.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained to the customer the CA has no control over the billing for 900 number calls, and additional charges would apply.

Contact Closed: December 31, 2002

VIRGINIA RELAY SERVICE
Customer Contact Report
(January, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	11	8	19
Relay/OSD Related			
Other			
Total Commendations	11	8	19
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)		1	1
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service		1	1
Other (Misc)			
Total Complaints		2	2
III. Inquiries/Comments	Voice	TTY	Total
General Information	4	2	6
Outreach/Marketing	2		2
Explain Relay	5		5
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate			
Computer Settings			
Technical Related			
Other	3	2	5
Total Inquiries/Comments	15	4	19
Grand Total	26	14	40

VIRGINIA Relay Service

January, 2003

Commendations

Voice January 2, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice January 7, 2003

The customer commended the CA for speaking with good intonation.

Category: CA/OPR Related

TTY January 7, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY January 8, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice January 14, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY January 15, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY January 17, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice January 19, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice January 19, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice January 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice January 23, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice January 26, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice January 28, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 28, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY January 28, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 29, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice January 30, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY January 31, 2003

The customer commended the CA for relaying a name accurately.

Category: CA/OPR Related

Voice January 31, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

TTY January 8, 2003

The customer complained the CA did not continue placing collect calls to the number requested.

Category: Scope of Service

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained the policy regarding attempts made for collect calls. Customer made threatening remarks to the CA and supervisor.

Contact Closed: January 9, 2003

TTY January 14, 2003

The customer complained that when she calls into relay CAs always ask for the number she is calling from.

Category: Other (Equip)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the customer to our Technical Support for further assistance.

Contact Closed: January 16, 2003

Inquiries/Comments

Voice January 1, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: January 7, 2003

Voice January 2, 2003

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 3, 2003

Voice January 8, 2003

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Made several attempts to reach the customer to discuss his problem. The customer could not be reached.

Contact Closed: January 9, 2003

Voice January 11, 2003

The customer inquired what languages can be used for relay calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay offers service in English and Spanish. Referred the customer to the Language Line for further assistance.

Contact Closed: January 12, 2003

Voice January 11, 2003

The customer requested Virginia Relay brochures.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Mailed the brochures to the customer.

Contact Closed: January 12, 2003

Voice January 14, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 14, 2003

Voice January 17, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 17, 2003

TTY January 18, 2003

The customer wondered if he could program his TTY to automatically dial relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Suggested the customer check his equipment for speed dialing options. Referred him to VDDHH for additional assistance.

Contact Closed: January 18, 2003

TTY January 22, 2003

The caller requested information on 2-line VCO calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained the 2-line VCO calls process and the VCO feature. Referred her to VDDHH for additional assistance.

Contact Closed: January 22, 2003

Voice January 22, 2003

The caller requested information on the relay service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 22, 2003

Voice January 22, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and AT&T IP Relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: January 22, 2003

TTY January 23, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile as requested.

Contact Closed: January 28, 2003

Voice January 23, 2003

The customer requested information on AT&T IP Relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how IP relay can be used to place relay calls.

Contact Closed: January 24, 2003

Voice January 24, 2003

The caller had questions about using a new TTY phone.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Briefly explained how to use the phone, and referred the caller to VDDHH and the relay website for additional information.

Contact Closed: January 25, 2003

Voice January 24, 2003

The customer reported that her number is listed incorrectly with 411.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Forwarded the customer's comments to AT&T Information Services.

Contact Closed: January 25, 2003

TTY January 28, 2003

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: January 29, 2003

Voice January 29, 2003

The customer requested assistance testing her companies TTY line.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Assisted customer in testing the equipment.

Contact Closed: January 29, 2003

Voice January 30, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Explained relay.

Contact Closed: January 30, 2003

Voice January 31, 2003

The caller requested information on the relay service for her father who is Deaf/Blind.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing and another state agency for assistance.
Contact Closed: February 4, 2003

VIRGINIA RELAY SERVICE
Customer Contact Report
(February, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	5	5	10
Relay/OSD Related			
Other			
Total Commendations	5	5	10
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)	1		1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)		1	1
Total Complaints	1	2	3
III. Inquiries/Comments	Voice	TTY	Total
General Information	2	3	5
Outreach/Marketing		1	1
Explain Relay	2		2
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related			
Other	2	1	3
Total Inquiries/Comments	7	5	12
Grand Total	13	12	25

VIRGINIA Relay Service

February, 2003

Commendations

TTY February 3, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 3, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice February 5, 2003

The customer commended the CA for her intonation.

Category: CA/OPR Related

Voice February 5, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY February 6, 2003

The customer commended the CA for being helpful and polite.

Category: CA/OPR Related

Voice February 9, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 14, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 20, 2003

The customer commended the CA for keeping her informed during the call.

Category: CA/OPR Related

Voice February 26, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice February 28, 2003

The customer commended the CA for her intonation.

Category: CA/OPR Related

Complaints

TTY February 19, 2003

The customer was upset that although her daughter's line has a relay block on it, calls are still being placed to her.

Category: Other (Misc)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that there are other relay providers that callers can use to get their call through. Suggested she track CA IDs on calls.

Contact Closed: February 20, 2003

TTY February 21, 2003

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 21, 2003

Voice February 28, 2003

The customer has a relay block on her line, but she is still receiving relay calls.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer we would follow up.

Contact Closed: February 28, 2003

Inquiries/Comments

TTY February 4, 2003

The caller wanted to ensure that a relay block was on her daughter's phone line.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Confirmed the block is still on the line and will only be removed if she requests it.

Contact Closed: February 4, 2003

TTY February 7, 2003

The caller requested blank copies of the Relay Choice Profile form to distribute to clients.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the caller the information she requested.

Contact Closed: February 7, 2003

Voice February 7, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: February 7, 2003

Voice February 7, 2003

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained the Voice Carry Over feature and TTYs, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: February 7, 2003

Voice February 9, 2003

The caller inquired about large print directories for people with vision loss.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department of the Blind and Vision Impaired for assistance.

Contact Closed: February 9, 2003

TTY February 13, 2003

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Updated the customer's profile, and advised the customer it had been done.

Contact Closed: February 13, 2003

TTY February 13, 2003

The caller needed a number for the Virginia Department for the Deaf and Hard of Hearing.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the caller with the information he requested.

Contact Closed: February 14, 2003

Voice February 14, 2003

The caller wondered if an IP Relay call she received could be traced to find out who called her.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained all call information is confidential. Offered an IP block, but the caller declined.

Contact Closed: February 14, 2003

TTY February 17, 2003

The customer requested that AT&T Relay Customer Service contact him, but he did not indicate what information he needed.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Contacted the customer, and requested more information concerning his inquiry.

Contact Closed: February 18, 2003

Voice February 24, 2003

The caller complained about receiving relay calls.

Category: Other

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Requested and implemented a relay block as requested.

Contact Closed: February 24, 2003

Voice February 24, 2003

The customer requested a collect only restriction be placed on several telephone numbers.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the restriction as requested, and advised the caller it had been done.

Contact Closed: February 24, 2003

Voice February 26, 2003

The caller requested a toll restriction be placed on the line.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: March 1, 2003

VIRGINIA RELAY SERVICE
Customer Contact Report
(March, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3	2	5
Relay/OSD Related			
Other			
Total Commendations	3	2	5
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints			
III. Inquiries/Comments	Voice	TTY	Total
General Information	6	3	9
Outreach/Marketing	1		1
Explain Relay			
TTY Distrib/Purchase			
LEC Service		1	1
Billing/Rate			
Computer Settings			
Technical Related	1	1	2
Other	7		7
Total Inquiries/Comments	15	5	20
Grand Total	18	7	25

VIRGINIA Relay Service

March, 2003

Commendations

Voice March 11, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY March 11, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY March 22, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice March 25, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice March 30, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

Inquiries/Comments

Voice March 3, 2003

The customer wondered if calls he has been receiving through relay can be traced.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the caller that all relay call information is confidential. Referred him to law enforcement agencies for assistance.

Contact Closed: March 3, 2003

Voice March 4, 2003

The caller requested information on telephone amplifiers.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 6, 2003

Voice March 4, 2003

The caller does not want any IP relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: March 8, 2003

Voice March 6, 2003

The customer wondered if relay was available in different languages.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how AT&T Language Line can assist with relay calls, and referred the customer to the website.

Contact Closed: March 6, 2003

Voice March 7, 2003

The customer wanted to update a password on a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Updated the profile as requested.

Contact Closed: March 7, 2003

Voice March 10, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: March 10, 2003

Voice March 11, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: March 12, 2003

TTY March 13, 2003

The customer wondered why the generic relay number was appearing for all relay calls on Caller ID.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that we had identified a technical problem with Caller ID transmission. Reported the problem and it was corrected.

Contact Closed: March 15, 2003

Voice March 14, 2003

The caller does not want any IP relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: March 20, 2003

Voice March 17, 2003

The customer inquired about using the relay to assist with a presentation and conference call.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the customer with suggestions on how to make the call flow more smoothly. Also suggested using an ASL interpreter to assist.

Contact Closed: March 18, 2003

TTY March 17, 2003

The caller was assisting a client who is having a technical problem with her number transmitting to the relay service.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Explained to the caller that we had worked with the customer's LEC in the past to correct the situation. Referred her again to the LEC.

Contact Closed: March 24, 2003

Voice March 17, 2003

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: March 18, 2003

TTY March 19, 2003

The customer wondered who was calling him from a specific phone number.

Category: General Information

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Explained we did not have that information and offered to dial the number. The customer declined.

Contact Closed: March 20, 2003

Voice March 20, 2003

The customer wanted to make us aware of fraud calls he is receiving through AT&T IP Relay.

Category: General Information

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Thanked the customer for reporting the problem.

Contact Closed: March 20, 2003

TTY March 21, 2003

The caller requested a copy of a blank Relay Choice Profile form.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Faxed the caller a copy of the form as requested.

Contact Closed: March 24, 2003

Voice March 22, 2003

The customer reported that her calls seem to be routing to the relay service when friends call her number.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Suggested the customer contact her LEC to see if her number was call forwarded.

Instructed her to contact us again if call forwarding was not on.

Contact Closed: March 24, 2003

TTY March 25, 2003

The customer reported that her number does not appear when she dials into the relay service. She has reported the problem several times in the past.

Category: LEC Service

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Explained to the caller that her LEC will need to make changes that allow her number to be transmitted when she reaches relay. Pending.

Contact Closed:

Voice March 25, 2003

The customer requested brochures information on the relay service.

Category: Outreach/Marketing

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Asked the customer to contact us again to let us know how many brochures she is in need of.

Contact Closed: March 25, 2003

Voice March 31, 2003

The caller does not want any IP relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: April 1, 2003

Voice March 31, 2003

The caller wondered if PDA devices will work with relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how to use a PDA with IP Relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 3, 2003

VIRGINIA RELAY SERVICE
Customer Contact Report
(April, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	9	3	12
Relay/OSD Related			
Other			
Total Commendations	9	3	12
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1		1
Typing Skill/Speed			
English Grammer	1		1
CA Hung up on me			
Other (CA/OPR)	1	1	2
Equipment			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)	1		1
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	4	2	6
III. Inquiries/Comments	Voice	TTY	Total
General Information	4		4
Outreach/Marketing			
Explain Relay			
TTY Distrib/Purchase	3		3
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related	1		1
Other	2	3	5
Total Inquiries/Comments	10	4	14
Grand Total	23	9	32

VIRGINIA Relay Service

April, 2003

Commendations

Voice April 1, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 1, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 3, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 6, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 8, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY April 8, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY April 11, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 17, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY April 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 26, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 30, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

TTY April 2, 2003

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and immediately processed the customer's call.

Contact Closed: April 3, 2003

Voice April 12, 2003

The customer complained the CA had hung up on him/her several times.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the complaint would be reported.

Contact Closed: April 14, 2003

Voice April 17, 2003

The customer complained that he/she could not understand what the CA was saying.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and mentioned her issue would be reported.

Contact Closed: April 20, 2003

Voice April 18, 2003

The customer complained her friend has problems calling her through the relay service using Nextel software.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Recommended that her friend contact Relay Customer Service for assistance.

Contact Closed: April 20, 2003

TTY April 21, 2003

The customer complained the CA did not respond for several minutes, and did not keep him/her informed of the call's progress.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Forwarded the complaint to the CA's manager for review.

Contact Closed: April 22, 2003

Voice April 23, 2003

The customer complained the CA did not speak clearly when leaving a message on answering machine.

Category: English Grammar

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 23, 2003

Inquiries/Comments

Voice April 1, 2003

The customer wondered if he could list the toll-free numbers for Virginia Relay on his company's material.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Confirmed the customer could list the numbers, and suggested he note that they are for the relay service, not a direct TTY line.

Contact Closed: April 1, 2003

Voice April 2, 2003

The customer wondered if her phone number would appear on Caller ID units when she places calls through relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that if she does not have a block for Caller ID then the number would appear. Suggested setting up a profile or block.

Contact Closed: April 2, 2003

Voice April 3, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 3, 2003

Voice April 7, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 7, 2003

Voice April 8, 2003

The caller has been experiencing problems with Video Relay and wondered if Relay Customer Service could assist her.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the technical support for Video Relay.

Contact Closed: May 1, 2003

Voice April 14, 2003

The customer needed to confirm the numbers for Virginia Relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the customer with 711 and the toll-free numbers for relay.

Contact Closed: April 14, 2003

TTY April 17, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: April 17, 2003

TTY April 18, 2003

The customer had questions about Caller ID, and also wondered why she was billed such a high rate for relay calls.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer how Caller ID is transmitted for relay calls. Suggested the customer send a copy of her bill for investigation. Pending.

Contact Closed:

Voice April 18, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: April 21, 2003

Voice April 21, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: April 21, 2003

Voice April 23, 2003

The caller inquired about an easier way for TTY callers to place orders.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how the relay assists TTY users with different types of calls, and referred to the caller to the relay website for more information.

Contact Closed: April 23, 2003

Voice April 24, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 24, 2003

TTY April 24, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile as requested.

Contact Closed: April 28, 2003

TTY April 29, 2003

The customer wondered why AT&T had billed her long distance relay calls when they are not her long distance carrier.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that she will need to let the CA know what carrier she prefers before her call is dialed. Offered to set up a profile.

Contact Closed: April 29, 2003

VIRGINIA RELAY SERVICE
Customer Contact Report
(May, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3		3
Relay/OSD Related			
Other			
Total Commendations	3		3
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	2		2
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect		1	1
Answer/Wait Time			
Garbled Words			
Other (Equip)		1	1
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	2	2	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	1		1
Outreach/Marketing		1	1
Explain Relay	2		2
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	2		2
Computer Settings			
Technical Related		2	2
Other	1	1	2
Total Inquiries/Comments	6	4	10
Grand Total	11	6	17

VIRGINIA Relay Service

May, 2003

Commendations

Voice May 7, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice May 25, 2003

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice May 26, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Complaints

TTY May 13, 2003

The customer complained the CA had hung up on him/her.

Category: Disconnect

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer and informed him/her that a technical problem may have caused the disconnection. Transferred to another CA for assistance.

Contact Closed: May 13, 2003

Voice May 26, 2003

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 27, 2003

Voice May 28, 2003

The customer complained that the CA is hard to understand, is very rude, and hangs up on him every time he gets her.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Pending

Contact Closed:

TTY May 30, 2003

The caller was upset that a message appeared on his TTY that referred to code 40. He is tired of technical problems with the relay service.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: May 30, 2003

Inquiries/Comments

Voice May 9, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: May 9, 2003

Voice May 9, 2003

The caller requested information on Speech-to-Speech service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained Speech-to-Speech call procedures.

Contact Closed: May 10, 2003

Voice May 10, 2003

The customer inquired if her mother's new calling plan would work for relay calls.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up an RCP for the customer's carrier of choice. Referred the customer to the carrier for additional billing assistance.

Contact Closed: May 10, 2003

TTY May 12, 2003

The customer requested a hard copy of the Relay Choice Profile form to distribute to her customers.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent a copy of the form to the customer.

Contact Closed: May 13, 2003

Voice May 15, 2003

The customer wondered why her mother's long distance relay calls get disconnected when using Verizon as her carrier of choice.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Investigated the matter on behalf of the customer, and recommended that the customer change her RCP settings online.

Contact Closed: May 19, 2003

Voice May 19, 2003

The customer wondered if prank relay calls can be tracked.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that relay call information is confidential.

Contact Closed: May 19, 2003

TTY May 19, 2003

The customer wondered why the CAs cannot select her multi-choice profile under relay.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Verified the multi-choice profile is active, and the CAs may have made an error. Suggested she request a supervisor if future problems occur.

Contact Closed: May 19, 2003

Voice May 19, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: May 20, 2003

TTY May 21, 2003

The customer's friend is having trouble placing calls through relay.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the toll-free number for the Virginia Relay Service. Suggested that the caller wait for the CA to answer before providing the number to call.

Contact Closed: May 22, 2003

TTY May 26, 2003

The caller complained that she was unable to reach the relay service.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience. Attempted to obtain details but customer typed never mind and hung up.

Contact Closed: May 27, 2003